# TABLE OF CONTENTS

| 01 | MESSAGE FROM THE CEO | 2 |
| 02 | INTRODUCTION | 4 |
| 03 | COVID-19 RESPONSE | 14 |
| 04 | GOVERNANCE | 24 |
| 05 | ENVIRONMENT | 38 |
| 06 | SOCIAL | 54 |
| 07 | AWARDS AND RECOGNITION | 68 |
| 08 | CERTIFICATIONS | 70 |
| 09 | MEMBERSHIPS | 71 |
| 10 | DATA SUMMARY | 72 |
Fortitude, resilience, and sheer determination… these words, embodying strength and agility in the face of adversity, inspire in me great feelings and pride as I reflect on our organization’s accomplishments and collective performance in 2020.

Looking back on my thoughts in January 2020 as we entered our 45th year of operations, I felt tremendous optimism for our people and our business. Of course, I did not foresee the global pandemic about to strike…a tragedy that would dramatically impact us all and change the way we work, learn, and live.

2020 will always be defined by a dominating focus on its challenges, but as individuals and as an organization, Ingram Micro responded so much better than we could have imagined. We remember that several of our teammates and their loved ones have suffered greatly, primarily from the pandemic, but also due to natural disasters, political strife, and social unrest. Those within and outside our organization who have suffered losses and hardships remain in our hearts and our minds. Our communities, our business, and our world have been forever changed by the events of 2020, but difficult as this year was, I know that significant and long-lasting good will come from what we’ve learned and how we’ve resolved matters together—at Ingram Micro and as a more connected world.
Most of us have adapted to changes in our work environments, while also making significant modifications to our home and social lives. But challenge brings out the best in us, creating surprisingly strong positive reactions, often times better than we expected, from others, but also from ourselves. In many instances, these challenges have shown the greatness of humanity. Throughout 2020, we saw tremendous compassion, empathy and understanding emerge across our local communities and countries. Individuals and businesses alike performed acts of generosity and demonstrated a deep sense of morality that has often been removed by our normally competitive world. From food pantries popping up on neighborhood corners where people could receive or donate, to unselfish outreach and assistance for at-risk individuals, to businesses giving back by donating personal protection equipment and other products and services to healthcare workers and first responders to help combat the pandemic. Each and all of these acts showed the power of human togetherness.

Early in the pandemic, Ingram Micro was deemed a provider of essential services in substantially all countries due to our role in helping keep the global IT supply chain and e-commerce markets functioning. We adapted quickly and were resourceful in taking the steps required to help protect our people as they continued to come into work every day to play their critical part in keeping commerce moving and making technology available globally. I am extremely proud of our business accomplishments and successes in 2020, but I am even more proud of the early and rapid response, and firm commitments, we made to help ensure our associates had a safe and healthy workplace environment, which is and remains our number one imperative.

Despite these large-scale and highly personal impacts, we also experienced a view of the future; a future where the challenges of 2020 bode well for the opportunities of tomorrow, many of which will be driven by individuals and corporations realizing the promise of technology. Many of us were able to spend more time with family, friends and loved ones as time slowed down. Morning commutes switched from the freeway to the neighborhood sidewalk, reducing stress and carbon emissions. Technology enabled us to Team and Zoom with our extended families and friends, conduct business meetings, and take care of other life essentials in faster and easier ways. These positive outcomes validated our organization’s view of the power of technology in building and sustaining connections and has made us even more passionate about delivering on that promise.

I hope you enjoy our report for the 2020 reporting year. I am pleased with our results and successes across many areas, from workforce development and inclusion efforts, to philanthropic outreach, to corporate governance initiatives. I am proud that we met our goals to reduce our greenhouse gas emissions and waste to landfill. We will continue to invest in and evolve our ESG efforts, and over the next few years, we’re prioritizing internal programs to expand ESG competency and reporting and continue to focus on climate action and waste reduction, supply chain risk assessments, and alignment with the United Nations Sustainable Development Goals.

I look forward to what the future will bring for our organization, our people, and our world.

Best regards,

Alain Monié
Chief Executive Officer
02
INTRODUCTION

ABOUT INGRAM MICRO
COUNTRIES
AT A GLANCE
OUR GOALS
ABOUT THIS REPORT
STAKEHOLDER ENGAGEMENT AND MATERIALITY
Ingram Micro helps businesses fully realize the Promise of Technology™—helping them maximize the value of the technology that they make, sell or use.
Since 2016, Ingram Micro has prepared a Corporate Social Responsibility (CSR) Report. This year, we decided to publish our first Environmental, Social, and Governance (ESG) Report covering our operations, activities, and initiatives for the 2020 calendar year. This shift towards an ESG report reflects our more purposeful approach to the management of ESG issues, while maintaining our commitments to CSR.

ABOUT INGRAM MICRO

Ingram Micro helps businesses fully realize the promise of technology™.

With our vast global infrastructure and focus on cloud, mobility, technology lifecycle, and supply chain and technology solutions, Ingram Micro enables business partners to operate more efficiently and successfully in the markets they serve. We’re headquartered in Irvine, California and have operations in 57 countries. We support global operations by way of an extensive sales and distribution network throughout North America, Europe, Middle East and Africa (EMEA), Asia Pacific (APAC), and Latin America (LATAM).

Within our Technology Solutions (TS) business, we offer distribution services, leading IT products, technical and sales support, marketing services, credit management, and specialty services. Our TS unit comprised the majority of our 2020 revenue. Hardware was 89 percent of TS revenue and software was 11 percent.

Our Commerce and Lifecycle Solutions (CLS) business includes forward and reverse logistics, e-commerce, order fulfillment, and IT asset disposition (ITAD) to address the lifecycle of IT assets. From initial delivery to return, refurbishment, remarketing and end of service or recycling, we optimize IT asset management for clients across industries and around the globe.

Our Cloud Services business offers more than 250 cloud marketplace solutions, a cloud referral program and the CloudBlue platform. Through these services, we enable companies to easily adapt to industry changes while monetizing services in a subscription model, automating end-to-end operations, and reducing time to market.
COUNTRIES

Ingram Micro supports global operations throughout North America, Europe, Middle East and Africa, Asia Pacific, and Latin America. Below is a map highlighting the 57 countries in which we operate.

NORTH AMERICA
- Canada
- United States

LATAM (Latin America)
- Argentina
- Brazil
- Chile
- Colombia
- Costa Rica
- Mexico
- Peru
- Uruguay
APAC (Asia-Pacific)
- Australia
- Bangladesh
- Hong Kong
- India
- Indonesia
- Malaysia
- New Zealand
- People’s Republic of China
- Philippines
- Singapore
- Sri Lanka
- Thailand

EMEA (Europe, the Middle East, and Africa)
- Austria
- Belgium
- Bulgaria
- Croatia
- Czech Republic
- Denmark
- Egypt
- Finland
- France
- Germany
- Hungary
- Israel
- Italy
- Lebanon
- Morocco
- Netherlands
- North Macedonia
- Norway
- Oman
- Pakistan
- Poland
- Portugal
- Qatar
- Romania
- Russian Federation
- Saudi Arabia
- Serbia
- Slovakia
- Slovenia
- Spain
- Sweden
- Switzerland
- Turkey
- United Arab Emirates
- United Kingdom
# AT A GLANCE

- **Net sales**: $49B
- **Total assets**: $17B
- **Gross profits**: $3.6B
- **Benefits and compensation**: $2.1B
- **Units shipped**: 1.5B
- **Floor space**: 23.1M \(\text{ft}^2\)
- **Countries of operation**: 57
- **Customers**: 200,000+
- **Catalog items**: 1.7M
- **Vendors**: 2,000+
- **Active Cloud seats**: 5M
## OUR GOALS

<table>
<thead>
<tr>
<th>Goal</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>10% absolute greenhouse gas emissions reduction by year end 2020 over 2016</td>
<td>11% reduction</td>
</tr>
<tr>
<td>12% greenhouse gas emissions intensity reduction by year end 2020 over 2016</td>
<td>18% reduction</td>
</tr>
<tr>
<td>5% year-over-year waste-to-landfill reduction</td>
<td>11% reduction</td>
</tr>
<tr>
<td>5% year-over-year reduction in occupational safety incident rate</td>
<td>10% increase</td>
</tr>
<tr>
<td>Develop global renewable energy roadmap by year end 2021</td>
<td>On track</td>
</tr>
<tr>
<td>750 supplier social and environmental risk assessments by 2023</td>
<td>Goal being reevaluated</td>
</tr>
</tbody>
</table>
ABOUT THIS REPORT

We are excited to publish Ingram Micro’s first ESG Report for 2020. ESG builds on the foundation of CSR and requires a more strategic and quantifiable analysis of those impacts. We continue to be committed to CSR, but we are moving to an ESG approach because we believe in making data-driven decisions to take meaningful action. We have become much more methodical, deliberate, and quantitative in our management of ESG issues, and we look forward to continuing to progress and improve into the future.

This report covers Ingram Micro’s operations, activities, and initiatives for calendar year 2020 and serves as an update to our 2019 report. The 2020 report references Global Reporting Initiative (GRI) topics that are material to Ingram Micro, and we continue to report our progress against our targets and comprehensive year-over-year ESG metrics (see “Data Summary”).

Furthermore, in 2019, Ingram Micro became a signatory to the United Nations Global Compact (UNGC). We began quantitatively measuring our performance against the United Nations Sustainable Development Goals (UN SDG), and we included our progress in the 2019 report.
**STAKEHOLDER ENGAGEMENT AND MATERIALITY**

In 2019, we performed our three-year formal stakeholder engagement process according to the AA1000 Stakeholder Engagement Standard using methods such as surveys, interviews, and third-party assessments. Using the results of the stakeholder engagement process, the GRI framework, and the UN SDGs, we developed our list of material topics. These topics remain the same for the 2020 report and are listed below.

<table>
<thead>
<tr>
<th>Economic/Governance</th>
<th>Environmental</th>
<th>Social</th>
</tr>
</thead>
<tbody>
<tr>
<td>Economic performance (GRI 201)</td>
<td>Materials (GRI 301)</td>
<td>Customer privacy (GRI 418)</td>
</tr>
<tr>
<td>Anti-corruption (GRI 205)</td>
<td>Energy (GRI 302)</td>
<td>Socioeconomic compliance (GRI 419)</td>
</tr>
<tr>
<td>Anti-competitive behavior (GRI 206)</td>
<td>Water (GRI 303)</td>
<td>Employment (GRI 401)</td>
</tr>
<tr>
<td>Emissions (GRI 305)</td>
<td>Occupational health and safety (GRI 403)</td>
<td></td>
</tr>
<tr>
<td>Effluents and waste (GRI 306)</td>
<td>Training and education (GRI 404)</td>
<td></td>
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<tr>
<td>Environmental compliance (GRI 307)</td>
<td>Diversity and equal opportunity (GRI 405)</td>
<td></td>
</tr>
<tr>
<td>Supplier environmental assessment (GRI 308)</td>
<td>Child labor (GRI 408)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Forced or compulsory labor (GRI 409)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Supplier social assessment (GRI 414)</td>
<td></td>
</tr>
</tbody>
</table>
COVID-19 RESPONSE

In this section

SUPPORTING ASSOCIATES
UNITING WITH PARTNERS
CONNECTING COMMUNITIES
As the COVID-19 pandemic created distances between people, it reminded us of the importance of staying connected to our families, our friends, our people, and most importantly, our communities.
As a global organization, the challenges presented by an unprecedented global pandemic created significant change and disruption to the way we live and work. In the following section, we highlight some of the difficulties our company, our associates, our partners, and our communities faced during the year and how we as Ingram Micro worked to help ensure the health and safety of our people, while continuing to play an essential role in keeping the global supply chain functioning.

Throughout 2020, Ingram Micro continued to support essential critical infrastructure globally and remained an important part of the IT and communications supply chain. Our services and solutions supported multiple high-impact industries including healthcare, government, financial, and commercial. Our role in supplying essential products and services included:

- Arming our healthcare providers with tools to fight COVID-19
- Providing first responders the mobile devices they need to be effective in the field
- Supporting the tremendous demand for work-from-home programs
- Equipping children with computers to support learning at home
- Enabling global governments access to the latest technologies
- Helping meet the growing need for Cloud solutions
- Empowering the mobile economy by enabling e-commerce
- Helping our families, friends, neighbors, and customers stay connected
SUPPORTING ASSOCIATES

The health and safety of our global associates is a top priority for our organization. In addition to the creation of our COVID-19 Working Group, which met daily to evaluate the everchanging global pandemic environment, we rapidly implemented rigorous health and safety protocols in line with all local, state, and federal health authority regulations throughout our facilities.

We also implemented new policies and procedures around sick and vacation time, in many instances going beyond regulatory requirements. Associates were provided up to two weeks of additional paid time off (depending on local laws), to recover from COVID-19 or to assist their loved ones without worrying about lost income. To help support our associates’ needs in the face of school closures, we implemented work-from-home programs; more than 90 percent of our office-based workforce worked from home during 2020.

To support our essential warehouse workers, we rolled out proactive measures to keep our facilities safe for work. Examples of our efforts included:

› Temperature checks and wellness questionnaire requirements prior to entering our facilities
› Increased frequency of sanitization especially in high contact areas
› Frequent communication on best practices for staying healthy and safe
› Adjustments to maintain safe distance between co-workers such as staggering breaks and reconfiguring warehouse entrance and exits
› Restrictions on business-related and personal travel
› Cancelations of all in-person partner and internal events

In many cases, we announced compensation increases for our frontline warehouse workers.

As part of our response, we set up a disaster relief
emergency fund through the charity organization Helping Hands, which enabled assistance for 26 associates who were facing pandemic-related hardships. We also took steps to help ensure we were addressing the many mental health challenges facing our people and worked diligently to quickly expand our benefits across our operations through new global employee assistance programs (EAP). Additionally, our operations implemented regional programs and community giving initiatives. Our U.S.-based team held a fundraiser across our operations with the company supporting a double match of all donations. U.S. sites raised over $70,000, engaged over 5,000 associates across 15 locations, and achieved a company match of $140,000. We raised $210,000, which was distributed across 27 charities.

Throughout the year, we surveyed our associates to check in on how they were managing the pandemic and receive honest feedback on how we were handling COVID-19 challenges. From a survey conducted in April:

› 95 percent of respondents favorably responded to the statement, “I know what to do if I have a concern about my health and safety at work.”

› 96 percent of respondents favorably responded to the statement, “I feel well-connected to my team during this time.”

› 94 percent of respondents favorably responded to the statement, “This organization is doing an excellent job of keeping employees informed about matters affecting us during this time.”
UNITING WITH PARTNERS

In addition to caring for the health, well-being, and safety of our associates, we took action with our partners to help support the safety of others while keeping the global supply chain moving to address the many emerging needs of businesses and individuals stemming from new work- and learn-from-home requirements.

As an example, in June 2020, Ingram Micro Spain collaborated with HP to enable the manufacture of protective material for face shields, visors, and mask adjustors using HP’s Jet Fusion 3D printing technology.

Additionally, to help channel partners in India overcome financial challenges resulting from the pandemic, Ingram Micro rolled out an array of working capital measures under Ingram Micro Financial Solutions to provide support for businesses facing uncertainty. Our unique set of offerings, including sale-leaseback of assets purchased in the last 90 days, helped channel partners execute capital-intensive orders without blocking their credit lines.

CONNECTING COMMUNITIES

Having to maintain distance from one another during the pandemic reminded us of the importance of staying connected to our families, our friends, and our communities.

In the early days of the COVID-19 pandemic, Ingram Micro China partnered with Ergotron, an innovative solutions provider, to donate medical carts to two emergency hospitals in Wuhan, China. Jointly funded, delivered, set up, and installed by the two companies, the medical carts traveled 16 hours by truck across 600 miles to be used by Wuhan medical teams at Huoshenshan and Leishenshan hospitals.

As many schools transitioned to online classrooms, Ingram Micro Spain joined forces with Xiaomi Inc., a consumer electronics manufacturer, to provide the technology tools to help students from vulnerable families stay connected with their classmates and continue their education. Together, we delivered 1,000 smartphones to the Ministry
Our U.S. team donated 36 televisions to five YMCA sites in Millington, Tennessee to help entertain the children of essential workers serving at the frontlines of the pandemic.

Our corporate headquarters donated $25,000 to the Orange County United Way Pandemic Relief Fund to support COVID-19 related initiatives. In addition, we supported a virtual food drive for Second Harvest Food Bank of Orange County, providing 100,000 meals to the local community.

In Germany, as ambulance services were greatly disrupted, our Germany office donated 5,000 FFP2 masks to the Kassenärztliche Vereinigung Bayerns (KVB), a medical organization with approximately 28,000 contracted physicians and psychotherapists based in Bavaria. These healthcare providers faced a high likelihood of exposure and this important protective gear helped them continue to serve the community during this critical time of need.

Our U.S. team donated 36 televisions to five YMCA sites in Millington, Tennessee to help entertain the children of essential workers serving at the frontlines of the pandemic.

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of Education and Vocational Training of the Government of Spain. The devices were distributed among children from the autonomous communities of Aragon, Principality of Asturias, Basque Country, Balearic Islands, Castilla y León, Catalonia, Galicia, Community of Madrid, Navarra, and La Rioja.

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04

GOVERNANCE

*ETHICAL COMPLIANCE

ENVIRONMENTAL AND SOCIOECONOMIC COMPLIANCE

DATA PRIVACY AND INFORMATION SECURITY

GOVERNANCE STRUCTURE
Fair business practices sustain markets in the long term. This is why Integrity is one of our “Tenets of Success” and is fundamental to our ability to establish trust with our partners and protect our reputation.
We believe that Ingram Micro’s company culture of ethics and integrity is built on a foundation of strong corporate governance. Our dedication to a shared set of principles—our Tenets of Success—unites and guides us to better decisions and behaviors, enabling us to focus on the success of our business partners and associates:
ETHICAL COMPLIANCE

Fair business practices sustain markets in the long term. This is why Integrity is one of our “Tenets of Success” and is fundamental to our ability to establish trust with our partners and protect our reputation.

We manage anti-corruption as part of a broader compliance effort. Our robust ethical compliance program spans all Ingram Micro entities, as well as operating regions and markets in which we have a presence, and covers the following areas:

- Anti-corruption
- Anti-bribery
- Data privacy
- Conflict of interest
- Trade controls
- Anti-money laundering
- Gray market
- Antitrust risk
- Harassment and whistleblower compliance
Moving the industry

The Global Technology Distribution Council (GTDC) comprises the technology industry’s top wholesale distributors who drive more than $150 billion in annual worldwide sales and face similar challenges. As a member of the GTDC, Ingram Micro participates in the development of an industry approach to address corruption. Our CEO is also on the GTDC Executive Committee.

Our compliance management program is centralized and overseen by the audit committee of our board of directors. The program consists of a formal management system structure supported by risk assessments, policies, periodic employee training, internal audits, corrective actions and controls, and a mechanism for reporting concerns and grievances. The compliance team provides input to management and the board of directors in order to maintain our company’s Code of Conduct and works across regions and functions to prevent and address instances of non-compliance.

Ingram Micro’s risk assessment evaluates ethics risks posed by charitable donations, marketing funds and pass-throughs, special pricing, commissions, gifts and entertainment, agents and consultants, interactions with foreign governments, trade controls, money laundering, and sourcing and procurement activities. The risk assessment questionnaire targets local managers and is completed, when necessary, by focus group discussions with associates. Regional compliance officers document the responses and discussion outcomes in reports submitted to the chief compliance officer (CCO).

The CCO maps our evolving risk environment against our controls and adapts our policies accordingly. Our internal auditors test the effectiveness of our policies. Our anti-bribery management system has also been externally verified by Ethisphere to meet the requirements of ISO 37001 since 2017.
To be successful in today’s global marketplace, not only must we strive to help the world Realize the Promise of Technology™; we must do so by maintaining the highest ethical standards.

Alain Monié, CEO
Communication and Training

As part of our ethical compliance program, we conduct relevant trainings for associates. Specific topics can vary depending on the geographic region and/or business unit. In 2020, we held trainings on a range of topics including:

- Data protection/data privacy
- Foreign Corrupt Practices Act
- Anti-bribery
- Anti-trust
- Sexual harassment
- Our Code of Conduct

We also distributed our annual Legal and Compliance Certificate survey to over 21,000 associates and achieved a 100 percent completion rate.

Organizational Justice

We strongly believe that all of our employees should be treated fairly in the workplace. As part of our ISO 37001 verification, Ethisphere conducts a survey of a random sample of associates on a variety of topics, including their perception of an ethical culture.

Although not performed in 2020, 900 associates were surveyed in 2019. Our organizational justice results were considered “exceptionally high,” and over 90 percent of associates surveyed agreed with statements such as:

- “Ingram Micro has clearly communicated ethical expectations to me.”
- “If I were to observe misconduct, I would be willing to report it.”
- “If I raise a concern about unethical behavior or misconduct, I believe Ingram Micro will fully investigate it.”
Third-Party Hotline

Our associates are encouraged to report concerns to their supervisors, human resources, or their designated compliance officers. Stakeholders also have the option of reporting to our third-party hotline, which is accessible 24/7. Stakeholders may report concerns anonymously, if they so wish, through the hotline. Our anti-retaliation policy supports our Sunshine Rule, encouraging employees to bring ethics concerns to light immediately.

Takeaways from 2020:

› We received 0.66 reports per 100 employees, representing a 23 percent decrease from 0.92 in 2019. We attribute the decrease to many employees working from home during 2020.

› We had an uptick in health and safety hotline cases, mostly due to the COVID-19 pandemic.

› Our hotline cases were well distributed across geographic regions, demonstrating its broad awareness.

2020 Hotine Cases by Topic
ENVIRONMENTAL AND SOCIOECONOMIC COMPLIANCE

In our own operations

Ingram Micro’s operational activities result in social and environmental impacts that are regulated internationally, nationally, and locally, including energy consumption, waste generation, material use, maintenance, product take-back, management of used and waste electronics, shipping activities, as well as human rights and labor practices. Social and environmental compliance is relevant to all Ingram Micro entities globally, and we assure compliance primarily through third-party certifications, including ISO 14001, ISO 9001, ISO 45001, and others.

At least two dozen Ingram Micro sites have developed certified environmental management systems. As we continue to develop the program, we aim to centralize information about the compliance activities of our facilities, including a list of certifications that we can share with our stakeholders in a future report. As part of our benchmarking activities to ISO 26000, which provides guidance on how companies incorporate social responsibility best practices, and the UN SDGs, we’re further evaluating how we can reduce negative impacts and maximize positive impacts on society and the environment.

In 2020, no notices of violation, fines, or other actions were reported for environmental noncompliance. However, we rely on self-reporting from our global facilities and if data reporters aren’t made aware of noncompliance incidents, the information would go unreported, especially for minor issues. We’ll continue to invest in internal efforts to improve site-level reporting accuracy and completeness.
In our supply chain

We operate a deep and diverse supply chain to support all of our businesses, including our fee-for-service supply chain service businesses within our CLS business unit.

We distribute and sell products from more than 1,800 vendors. Our activities also include non-inventory purchases from suppliers, such as equipment, supplies and business services; and inventory purchases, such as technology hardware, accessories, and software. We also purchase parts, supplies, software, and services from suppliers related to our CLS business. Overall, we work with thousands of suppliers, vendors, and original equipment manufacturers (OEMs).

Our business creates indirect environmental impacts through transportation, construction, purchasing, and the distribution of regulated products and indirect social impacts from the end use of certain products and actions of business partners with whom we engage.

Our supply chain includes partners who operate in countries and industries that are at higher environmental and socioeconomic risk. These include temporary employment agencies, freight services, facility services, construction companies, financial institutions in certain countries, waste management companies and recyclers, janitorial services, and manufacturers in risk countries.

Social and environmental compliance is an expectation for our supply chain partners. In 2019, we launched a pilot program with EcoVadis, an industry-leading provider of supplier sustainability assessments. We assessed 100 key suppliers in the areas of environment, labor practices and human rights, fair business, and responsible purchasing. Furthermore, our environmental stewardship policy encourages all suppliers to implement more environmentally responsible practices. Due to the COVID-19 pandemic and other factors, however, we focused on other ESG initiatives in our direct operations and decided not to conduct supplier assessments in 2020.

We still recognize and appreciate the risks and impacts in our supply chain. We are in the process of determining what meaningful and impactful actions we should take to drive step change improvements across the ESG ecosystem. Part of this process includes the reevaluation of our goal to perform 750 supplier social and environmental risks assessments by 2023.
DATA PRIVACY AND INFORMATION SECURITY

Ingram Micro’s physical and digital assets are constantly exposed to potential threats. Cybercrime, theft, aging infrastructure, and terrorism all have the potential to impact our business. The protection of customer, reseller, and vendor privacy continues to be one of our top priorities.

Ingram Micro’s global data protection and privacy program focuses on properly processing the personal data of our employees, customers, resellers, and vendors. We’ve developed several policies to govern the processing of personal data. This includes internal policies and Ingram Micro’s externally facing privacy statement, which is available in 27 languages.

We continue to maintain ISO 27001 certification company-wide and follow the Payment Card Industry’s Data Security Standard (PCI/DSS). We comply with the European Union General Data Protection Regulation (GDPR), as well as California’s Consumer Privacy Act (CCPA). Many countries and states are adopting laws similar to GDPR, and our efforts have prepared us to effectively manage new regulations.

A data privacy officer oversees and manages our privacy program promoting a culture of privacy by design and default in our projects. Ingram Micro utilizes the European Union’s Model Clauses to transfer personal data from the European Economic Area to countries outside the European Economic Area. This includes transfers of personal data to the U.S.

Ingram Micro has developed a process for supporting queries and data subject requests from outside parties. Employees can also leverage our third-party hotline to report data privacy concerns. Complaints are promptly investigated and any substantiated issues are addressed through a corrective action process. An internal audit program regularly assesses the effectiveness and suitability of our internal controls for applications and business processes using personal data.

In both 2019 and 2020, our hotline received no substantiated complaints from associates and outside parties regarding data protection and privacy, and we did not identify any material data privacy incidents or material data breaches.
GOVERNANCE STRUCTURE

The business and operations of Ingram Micro are directed and overseen by our board of directors, which in 2020 was comprised of seven members: six men and one woman. Five members are not affiliated with and are therefore independent from our owner, and six are independent from management. Board committees include an audit committee and a government security committee. Daily oversight rests with the executive leadership team, comprised of 12 members.

Our ESG program is overseen by our executive ESG committee, comprised of our Secretary and General Counsel, CFO, and three executive vice presidents. The committee receives periodic briefings that include ESG risks and developments, which, in turn are reported to the CEO. The CEO is a director and can decide to escalate issues to the board, if deemed necessary.

While social and environmental performance are not standing agenda items for board meetings, the board did discuss issues related to social justice movements as well as the pandemic’s impact on the company and its employees. The board also reviewed the annual ESG Report.

As a matter of responsible governance, Ingram Micro makes no contributions to political parties.
05

ENVIRONMENT

In this section

OUR COMMITMENT
ENERGY
GREENHOUSE GAS EMISSIONS
WASTE
PACKAGING MATERIALS
WATER
In line with our Environmental Stewardship Policy, we commit to minimizing our environmental impact both directly through our operations and indirectly through our areas of influence.
With over 36,000 associates and thousands of suppliers and vendors, we acknowledge our direct and indirect environmental impacts. We also recognize the opportunity of expanding existing programs and tapping into new markets, such as electronics repair and recycling, and supporting our customers' circular economy strategies. From our ITAD services, to increasing our renewable energy use, to operational efficiencies, we are committed to implementing environmentally responsible practices across all levels of Ingram Micro.

**OUR COMMITMENT**

In line with our Environmental Stewardship Policy, we commit to minimizing our environmental impact both directly through our operations and indirectly through our areas of influence. Specifically, we commit to:

› Responsible use of natural resources, pollution prevention, and climate action
› Legal compliance from the local to the international level
› Continuous improvement in global environmental performance
› Regular reporting on progress against measurable targets
› Comprehensive stakeholder engagement
› Seeking innovative approaches to advance environmental stewardship globally

Our policy further outlines sustainable business strategies and practices that support our global environmental stewardship efforts. From our employees to our supply chain, we encourage all areas of our business to uphold these commitments and to implement environmentally responsible practices.
10% decrease in electricity consumption between 2019 and 2020.

22% increase in direct renewable electricity consumption between 2019 and 2020.

We consume electricity in our buildings, including for lighting, cooling, heating, and equipment use. Natural gas is also consumed to heat our buildings. Other fuels are primarily used in company owned or leased vehicles and generators.

In 2020, approximately 12 percent of our total electricity came from direct procurement of renewable sources. While our total electricity consumption decreased between 2019 and 2020, our consumption from procured renewable sources increased by 22 percent.

As we increased our focus on clean energy, we procured more than eight times as much renewable energy in 2020 compared to that of 2016, as shown in the graph to the right. The largest driver for our growth in renewable energy

Countries in which Ingram Micro operates that consume electricity from procured renewable sources
consumption came from our North America (17 percent) and EMEA (6 percent) facilities.

Our Zevenheuvelenweg site’s solar panel system was brought online in April 2020. The system has over 10,000 panels with total maximum capacity of 283 kW.

Our Global Renewable Energy Roadmap, completed in 2021, outlines strategies for our approach to procuring renewable electricity. We will be leveraging this roadmap as we continue to define our ongoing global renewable energy efforts. In addition, we will also work to expand our renewable energy consumption portfolio to the APAC region.

The overall trend for decreased energy consumption in 2020 can be attributed to several factors, including but not limited to:

**Work-from-home policies:** Due to the COVID-19 pandemic, more than 90 percent of our office-based workforce worked from home during 2020. We also implemented strategies to support this change moving forward. For example, associates across a majority of our facilities are provided the option of hybrid working days, which has helped to reduce time spent on travelling to an office. For more information, see the “COVID-19 Response” section.

**Lighting and Energy Efficiency Investments:** In 2020, we invested over $1,000,000 in lighting and energy efficiency upgrades globally. These include:

› LED installations in Germany, France, Spain, Poland, and the United Kingdom

› Replacement of end-of-life exchange air compressor, gas burner heating, and exchange heating pumps with higher energy efficiency equipment in Germany

**Office optimization:** While we’ve experienced growth in our warehouse operations over the past few years, our offices are generally much more energy-intensive per square footage than these warehouses. During the pandemic, we identified opportunities for consolidating these energy-intensive office spaces across our divisions by over 17,000 square feet.

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**Spotlight on ITAD**

Our ITAD services focus on the reuse and recycling of electronics and has helped to save over 1.23 billion kWh of energy or 201,278 MT CO$_2$e. This is equivalent to:

› 85,163 homes’ energy use for one year

› 159,445 passenger vehicles driven for one year

› carbon sequestered by 12.2 million tree seedlings for 10 years
GREENHOUSE GAS EMISSIONS

In 2016, we set our scope 1 and 2 absolute greenhouse gas (GHG) emissions reduction target of 10 percent by 2020. We added an intensity target in 2018 to reduce our emissions intensity (based on square footage) by 12 percent by 2020 from a 2016 base year.

In 2020, we exceeded both targets, achieving an 11 percent absolute reduction AND an 18 percent intensity reduction.

The operational efficiency initiatives as noted in the Energy section contributed to more than 1,500 MT CO$_2$e savings during 2020. These initiatives, along with our increases in renewable energy consumption, work-from-home policies, and office optimization resulted in a reduction in total scope 1 and 2 (location-based) emissions by 7,309 MT CO$_2$e across 2019 and 2020. This is equivalent to the emissions from charging over 889 million smartphones or 880 homes’ energy use for one year.

To date, we’ve focused on evaluating scope 1 and 2 emissions, most of which result from building operations. For scope 3, in 2020 we tracked emissions from business air travel, waste generation, electricity transportation, and distribution losses and energy consumed in third party data centers; we have since expanded our work to encompass more of our scope 3 emissions. We’ll be using the 2021 benchmark data to help us determine and finalize scope 3 emissions goals in 2022 and beyond.
WASTE

E-Waste and ITAD

Electronic waste, or e-waste, is a key impact of our business and the technology sector at large. We are continuously implementing strategic steps to significantly reduce the environmental impact of products we distribute.

While we resell and distribute millions of electronic products each year, we also invest in the remarketing of used electronics originating from our own operations and from take-back activities, primarily through our ITAD business.

In the U.S., all of our ITAD processing facilities are e-Stewards certified. We are the first company to commit to certification across five continents under the new e-Stewards Committed designation, a program we helped develop. By making this commitment, we demonstrate our dedication towards maintaining the e-Stewards Standard, which is the highest standard for globally responsible electronics recycling and reuse. This designation will help organizations find partners that have made commitments to responsible recycling.

Closing the Loop

Sustainability and environmental responsibility are fundamental values to our operations. That is why ITAD partnered with Closing the Loop, a Netherlands-based company that aims to offset e-waste.

Through this partnership, Closing the Loop will collect 12,000 phones annually from African countries and responsibly recycle them. By reselling our internally-used laptops for reuse and working with Closing the Loop, we not only extend the life of these products, but also ensure that e-waste is removed from the global waste stream. The long-term benefit for the planet is well worth the cost to Ingram Micro, and we hope to expand this program to global OEMs and carriers.
We also maintain R2 certification at sites in Costa Rica, the U.S. and U.K. Additional certifications include ISO 9001, ISO 14001, OHSAS 18001/ISO 45001, ISO 27001, NAID AAA and TAPA. In the U.S., Ingram Micro is a steering committee member of the Coalition for American Electronic Recycling (CAER), which advocates for responsible electronics recycling.

In addition to our ongoing ITAD business, we entered a partnership with O2 Recycle in 2020 to help recycle more than 128,000 phones, tablets, and smartwatches—an estimated 21 tonnes of tech waste, according to O2. Along with this, we helped to refurbish and erase data from more than 21,000 preowned devices, further extending the life of these products.

Our ITAD services continued to expand its service areas to the Latin American market with the opening of a facility in Mexico City. The new facility will provide local services related to on-site data destruction, e-waste recycling, and end-to-end logistics.

Below is an example of our approach to recycling/refurbishing electronic materials:
Recovering metals

In 2020, we recovered over 1,600 tonnes of metals from our electronics recycling business including aluminum, gold, lead, steel, and copper. This means less metal that needs to be mined—and all of its associated environmental and social impacts.

2020 Recovered Metals (kg)

Source: e-Stewards Global Impact Calculator
As an industry leader in reverse logistics and ITAD services, it is important to act responsibly and try to compensate for e-waste beyond our control.

Todd Zegers, VP of ITAD and Reverse Logistics
Hazardous and Non-hazardous Waste

Outside of electronic waste, our operational non-hazardous waste streams include:

- Paper
- Packaging (film, pallets, void fill, and mixed material shipping envelopes)
- Scrap metal
- Plastics
- Kitchen waste
- Construction materials

We generate a relatively small amount of hazardous waste, including used oil, spent solvents, and residue in non-empty aerosol cans and paint. We also generate waste from company events, facility maintenance, and furniture/equipment disposal. As such, we primarily focus on reducing non-hazardous waste in our direct operations.

The graph to the left indicates our year-over-year improvement in the volume of recycled non-hazardous waste, as opposed to disposal through landfill or incineration. **While the tonnage of overall non-hazardous waste increased, our recycling rate also increased to 82 percent in 2020.**

Our environmental stewardship policy outlines strategies to minimize waste, including rightsizing cartons, reusing supplies from incoming shipments, donating excess inventory, and diverting recyclable materials. Our Anovo offices in Colombia implemented a process to collect, separate, and calculate the weight of all recycled materials. This separation of waste will ensure proper recycling and ultimately minimize waste that goes to the landfill.

We have a corporate minimum waste reduction target of 5 percent per year, and sites with environmental management system certifications are encouraged to adopt even more ambitious targets. **We met our goal with the percentage of our non-hazardous waste-to-landfill decreasing by almost 11 percent in 2020, compared to that of 2019.**
PACKAGING MATERIALS

Our primary use of materials is related to shipping packaging, including corrugated cardboard, void fill, pallets, edge and corner protectors, mixed packaging media, film, and labels. While most of these supplies are sourced externally, we reuse some materials in operations, such as incoming cartons, pallets, or edge protectors applied to outgoing shipments.

Some facilities have implemented material efficiency projects and operate right-sizing equipment that customizes carton sizes and reduces void.

Recycled Content

We currently track cardboard, including the percentage of shipping cardboard with recycled material inputs; this year, our global cardboard reporting rate increased to 62 percent from 43 percent in the previous year.

We request facilities to report postconsumer recycled (PCR) and postindustrial recycled (PIR) content in aggregate. As reported in 2020, 92 percent of our tracked shipping cardboard contains recycled materials, compared to 54 percent in 2018. Much of the improvement is attributable to increased reporting accuracy.

We’re also working towards tracking the consumption of void fill and cling film that we use in the preparation of shipments, edge and corner protectors, pallets, label materials, poly straps and mixed material packaging, such as bubble-lined poly mailers.
WATER

While direct water use in our operations has not been identified as a material issue for us, we acknowledge that supply chain water management may present a significant risk for our business in the long term. In addition, although our own water use is limited to employee consumption and facility maintenance, our operations may still be impacted in areas where living conditions are impacted by poor water availability or quality. Currently, many of the buildings we occupy are equipped with water-saving technologies as we continue to promote resource conservation as a matter of efficiency.

Total withdrawals from district or municipal water systems were estimated to be approximately 307.5 megaliters for 2020. Because our water usage is primarily tied to employee headcount, water withdrawals significantly decreased in 2020, due to office shutdowns during the COVID-19 pandemic.

Our current data does not break out our water withdrawal, discharge, and consumption values. However, between landscaping usage and employee consumption, we estimate that about 10 percent of the water withdrawn is not discharged into the local sewage system. Therefore, we assume total 2020 water consumption to be 30.75 megaliters. The balance would equate to a total discharge of 276.75 megaliters.

In future years, we hope to revisit our water accounting processes to improve our reporting accuracy. We also monitor water use annually to evaluate if consumption is reasonable relative to the size of our workforce. As we continue to develop our ESG strategy moving forward, opportunities to reduce water within our supply chain will be a key opportunity relevant to our business.
From our employees to our supply chain, we encourage all areas of our business to uphold sustainable business strategies and environmentally responsible practices.
FOCUS ON HEALTH AND SAFETY
DIVERSITY AND INCLUSION
INVESTING IN OUR PEOPLE
CONNECTING TO OUR COMMUNITIES
SOCIAL
Understanding our people better is helping us be better.
Our people make us who we are. From computing, to networks, to electronics, to everything in between, we're everywhere that lives can be made better. Our impact begins with the impact we make upon our associates. In addition to celebrating events such as Juneteenth and Pride Month, we applaud the many ways that make our team unique.

**FOCUS ON HEALTH AND SAFETY**

2020 marked the fifth consecutive year of our I AM SAFE DAY, a global event in which we celebrate and reflect upon the steps our teams have taken to increase safety awareness and build a positive safety culture. With interactive training, games, informational sessions, and other activities, I AM SAFE DAY brought together 13,000 associates in safety awareness.

In addition to I AM SAFE DAY, the EMEA team expanded its annual safety conference to include teams from both the safety and security departments. Due to the pandemic, we moved to an online platform to share best practices, performance, and innovative solutions in occupational safety.

We also globally onboarded 18 sites to our Safety Management System (SMS) and improved the quality of our reported safety data. Additionally, we enhanced our overall SMS by initiating a transition from OHSAS 18001 to ISO 45001.

Our SMS includes, but is not limited to:

- Safety Incident Management Process
- New Hire Associate Orientation/Training (including temporary associates)
- Emergency Action and Fire Prevention Plans
- Hazard Communication Program (HazCom)
- Job Safety Analysis (JSA)
- Materials Handling and Storage

Owing to improved data quality and an increase in the number of sites included, our total recordable incident rate in 2020 was 1.36. Impacts from COVID-19 also contributed to this year-over-year change.
Strengthening Well-being in COVID-19

Throughout the pandemic, we carried out creative and effective ways to support employees physically, emotionally, and financially. Ensuring consistent communication from management and leadership was a key component of staying firmly connected as we steered through the challenging and ever-changing waters of the pandemic.

We have standard corporate policies that guide the programs and actions that are managed regionally. In many of the countries where we operate, our employees have access to universal healthcare and Ingram Micro may supplement this with additional wellness benefits. In countries without universal healthcare, we offer comprehensive insurance benefits, including medical, dental and vision care, short-term and long-term disability, and life insurance benefits, in addition to paid time off under vacation, holiday, and sick-time policies. Further, we enhanced existing benefits to meet new and emerging needs from COVID.

For example, in the U.S. we piloted a program to provide free access to care solutions such as child, senior, and special needs care to help associates navigate the unique family care challenges that arose from COVID. The U.S. also implemented a temporary expense reimbursement program to assist associates with various unexpected care costs resulting from COVID, as well as flexible leave of absence procedures allowing associates to take personal leaves, five special COVID-19 sick days and additional paid days off (as approved by HR), if the associate needed to quarantine at home due to exposure to COVID-19. We allowed CARES Act (Coronavirus Aid, Relief, and Economic Security Act) withdrawals from the 401(k) to assist associates with COVID-related financial hardships, as well as loan payment deferments.

We expanded existing benefits to meet new needs that arose from the pandemic and offered additional resources and guidance to help counter the anxiety that associates experienced. As examples, our U.S. teams are eligible to receive telehealth services through our medical carriers or through Employee Assistance Programs (EAPs) that offer virtual visits and therapy. We also offered webinars on mental health awareness through our EAP provider and resources and solutions for our associates to help prioritize their physical and mental health. We also made our associates aware of financial education workshops through our retirement benefits 401(k) provider and provided updated guidance on benefits resources and availability.
DIVERSITY AND INCLUSION

Here at Ingram Micro, our people and their diverse talents define us. Our unique perspectives generate innovative ideas; our lived differences help us find new futures; our varied strengths and weaknesses enable our growth. However, there is no finish line to inclusion—it’s a continuous effort to be better each day. The way we treat one another, the environment that we create, and how we want to be known for as an organization are key components to creating a diverse, equitable, and inclusive workplace. With the launch of our global Diversity, Equity, and Inclusion (DEI) program, Together at Ingram Micro, we celebrate what makes each of us unique, because it is our uniqueness that brings us together.

Leading by Listening

Being a leader is more than just driving industry results; leaders listen and consider perspectives of their diverse teams. In the wake of the tumultuous events that shaped 2020, we heard from our associates and engaged outside expertise to see how together, we can take the right steps towards courage by being able to demonstrate vulnerability and empathy. In 2020, over 1,250 associates participated in one or more of our Listening Sessions, which are meant to serve as safe spaces for associates to openly share their experiences on diversity and inclusion, as well as pose difficult questions. Hosted by our executive
Ingram Micro continues to listen more, learn more, and educate ourselves to better understand how to identify and eliminate bias and discrimination—to simply just be better.

Scott Sherman, EVP of Human Resources
leaders from around the world, the listening sessions were available for anyone in Ingram Micro to attend. We have found that our associates are interested in many aspects and dimensions of diversity and inclusion that are unique to each of our workforce roles. The table below illustrates examples of key needs identified by listening closely to our associates. As we continue on our journey towards building an even more inclusive environment, we will work to address these unique needs and learnings to ensure that we are taking a targeted, strategic approach that will empower each of our associates. We encourage our leaders to share their stories, celebrate success and celebrate the program that Ingram is making towards becoming a more inclusive culture.

In addition, our associates have increased participation in community events and philanthropy to advocate for Lesbian, Gay, Bisexual, Transgender, and Queer or Questioning (LGBTQ) rights. Fueled by the hours of listening and learning that occurred throughout 2020, our formalized strategy and program for DEI, Together at Ingram Micro, was rolled out in 2021.

<table>
<thead>
<tr>
<th>Key Needs by Workforce Roles</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Warehouse and Operations</strong></td>
</tr>
<tr>
<td>› Opportunities for skill building including leadership skills</td>
</tr>
<tr>
<td>› A space where people can share stories, be vulnerable, and build connections</td>
</tr>
<tr>
<td><strong>Office-based Associates</strong></td>
</tr>
<tr>
<td>› More consistent communication on what work is happening and what resources are available</td>
</tr>
<tr>
<td>› Multiple channels to submit feedback including anonymous ways</td>
</tr>
<tr>
<td><strong>Ambassadors</strong></td>
</tr>
<tr>
<td>› More ways to connect with ELT and provide feedback based on what’s happening in the organization</td>
</tr>
<tr>
<td>› Frequent dialogue groups with global peers to learn from one another and share insights</td>
</tr>
<tr>
<td><strong>ELT/Senior Leaders</strong></td>
</tr>
<tr>
<td>› Create teams that are diverse in perspectives, opinions, and experiences</td>
</tr>
<tr>
<td>› Establish authenticity by believing in diversity and inclusion and seeing it as a business imperative</td>
</tr>
</tbody>
</table>
Going Forward

Understanding our people better is helping us be better. In 2020, we formalized our employee resource groups (ERGs) to help make our workplace a more diverse and inclusive space. Before, ERGs had been largely regional efforts, but this year, they became corporate-sponsored initiatives. Some examples of our ERGs include:

- People with Disabilities ERG
- Working Parents ERG
- Black ERG
- LGBTQ+ ERG
- Multi-Cultural ERG
- Veterans ERG
- Women’s Leadership

We also have strong engagement on social justice causes from our leadership team, who have encouraged open forums, community involvement, and our ERGs. Our leadership team regularly communicates on DEI, and we’ve expanded our stakeholder engagement process to include more dialogue on these important topics. In addition, we offer training to our managers on being a good ally.

Ingram Micro Scores 100% in 2020 Corporate Equality Index

Ingram Micro received a top score of 100% on the Human Rights Campaign (HRC) Foundation’s Corporate Equality Index (CEI). As the nation’s premier benchmarking survey and report measuring corporate policies and practices related to LGBTQ workplace equality, the results of the Corporate Equality Index showcased how 1,059 U.S.-based companies are promoting LGBTQ-friendly workplace policies in the United States, while also helping advance the cause of LGBTQ inclusion in workplaces abroad. The 2020 CEI rating reflects our belief that we all benefit from workplaces and communities that embrace individual differences and promote authenticity.
INVESTING IN OUR PEOPLE

The experience we provide our associates shapes our success and performance as a company. That’s why we are focused on improving the entire experience by ensuring well-being and creating a space where associates can find purpose.

Growing our Future Leaders

Purpose-driven leaders create engagement by helping employees find, understand, and act on the meaningful overlap between organizational purpose and individual purpose.

In 2020, we worked to connect our associates’ personal purpose with the organization’s purpose by threading aspects of financial, physical, and mental well-being into our actions and programs. We launched our purposeful leadership campaign to drive purpose and well-being through connection, compassion, and confidence with one another, while compiling knowledge from the pandemic experience to inform how we want to shape our future culture.

With our Connect through Conversations initiative, leaders are highly encouraged to hold one-on-one conversations with each of their associates. These conversations help leaders to not only connect with their team on a human level, but also understand their individual perspectives and what support they need to be successful. It is easier for people to think clearly, learn new things, innovate, and focus if they feel supported and heard.

Leaders, managers, and associates are also encouraged to offer teambuilding volunteer opportunities as a way for their departments to build stronger relationships with one another and the communities we serve.

We are also continuously improving our enterprise leadership by developing our executive talent to drive the business while developing existing talent to fill internal roles. Our four-day virtual LEAD IngramMicro Program incorporates one-on-one coaching, 360 assessments, and instructor-led peer coaching circles to develop high potential global executive and management talent. The program is designed to cultivate strategic, operational, and personal leadership across the company.

In 2020, 56 associates took part in the virtual program. Although program implementation was delayed due to the impacts of COVID-19, participants completed the training by spring of 2021. Through this and other similar programs across regions and departments, we expect to see continued collaboration among leadership while driving high quality execution of global strategic objectives and goals across the business.

Ingram Micro also invested in employees by continuing to provide multiple online resources and platforms for associates to enhance and develop their skillsets. Examples of popular content included time management, unconscious bias, strategic thinking, communication of culturally sensitive issues, and working from home. According to our Learning Management Systems that were active in 2020, associates consumed training material equivalent to a global total of 214,264 hours.

Internships

We are proud that we continued Ingram Micro’s internship program in 2020; the program was successfully modified to be completely remote for the first time as a result of the pandemic. To provide a positive learning experience, our intern managers ensured that assignments could be
completed remotely and checked in frequently with all interns. The program also emphasized connection while physically distant by incorporating cohort-based activities such as virtual Learning and Development trainings and executive speaker sessions.

As our first ever virtual internship program, it was rolled out to a smaller group than that of our typical internship program; however, at the end of the program, many interns expressed that they still felt engaged throughout the session thanks to the efforts made by their manager and team members.

**Externships**

In 2020, we continued our externship program with our partner, Girls Inc., and completed our third year mentoring students through our Big Brothers Big Sisters program. Both programs, available in the U.S., are leveraged as career development opportunities for associates and provide one-on-one mentoring to high school students in our community. Our partnership with Girls Inc. enables girls in the Orange County community to gain visibility and exposure to women in leadership while building technology skills, personal branding, and presentation skills. We continue to support various Girls Inc. programs such as College Shower and the Smart Up Shark Tank programs, which prepares young women and girls for college and career success.

**Tuition Reimbursement**

Ingram Micro encourages professional development by providing financial assistance to associates who are pursuing approved higher education through accredited institutions. There are three general programs that are eligible: Undergraduate Courses/training programs, Post Graduate programs, and Continued Education. In 2020, our U.S. Tuition Reimbursement program helped with higher education for 83 associates, for a total of over $300,000 in tuition expenses.
CONNECTING TO OUR COMMUNITIES

As “Responsibility” is one of Ingram Micro’s Tenets of our Success, we believe in being a good corporate citizen and community advocate. We implement this tenet through philanthropic donations, matching gift programs, sponsorships, monetary and in-kind donations, and representation on the boards of nonprofit partner organizations. We focus primarily on small grants in support of dozens of community organizations in countries where we operate.

Our CEO is an executive committee member of the CEO Leadership Alliance of Orange County in California, which collaborates with nonprofit organizations, government agencies, businesses, and universities to add new high-value jobs while developing local talent to fill them. Other Ingram Micro annual commitments include participation in the Corporate Volunteer Council of Orange County, Orange County Community challenge, and local Food Bank partnerships.

We celebrate the philanthropic contributions of our fellow associates through social media and communications channels that spotlight activities locally, nationally, and globally. In addition, we recognize associates for their outstanding stewardship and philanthropic efforts with our most prestigious, corporate global Martha Ingram Award, which allows recipients to select a charity that will receive a $5,000 donation in their name.

Snapshots From Around the World

Australia

The Smith Family: In partnership with HP, Ingram Micro Australia supported The Smith Family, an independent children’s charity that helps disadvantaged Australian children. Through this collaboration, Ingram Micro delivered 1,000 laptops to underprivileged children within weeks of the COVID-19 lockdown.

Bulgaria

Caps for the Future: At our Ingram Micro Bulgaria office, associates collected plastic caps to donate to a Bulgarian foundation that funds special ambulances for children.

Colombia

FUNDAMIL: Associates donated clothes, diapers, and computer equipment to FUNDAMIL, an organization empowering women and children who are survivors of violence.

Amor en cuatro patitas: Using 100 percent recycled materials from our logistics operations, associates donated paints, tools, and extra time to build houses for dogs.

Germany

VKKK Ostbayern e.V.: Ingram Micro Germany donated 1,000 Euros to VKKK Ostbayern e.V. (Association for the Promotion of Children with Cancer and Physical Disabilities in Eastern Bavaria). The organization offers comprehensive support—medical, nursing, social, psychological, and legal—to children and adolescents diagnosed with cancer.

Münchner inkl Arbeitswelt: Ingram Micro Germany donated 1,000 Euros to Münchner inkl Arbeitswelt (MiA e.V.), an organization that works to integrate people with disabilities into the primary labor market.
Ingram Micro is committed to supporting our associates and the communities where we live and work. We actively encourage a company culture of purpose and support the philanthropic interests of our associates through volunteerism and giving programs. Through career development programs, embracing inclusivity and diversity, active listening, and service, we will help our associates and communities continue to thrive.

Eric Brungart, Executive Director of HR
The Netherlands

**Brabants Landschap:** Our team in the Netherlands donated to Brabants Landschap, which works in partnership with the Arbor Day Foundation to plant trees. The donations will help support global reforestation efforts and signifies Ingram Micro’s commitment to improved sustainability practices.

Middle East and Africa (MEA)

**Ramadan Giving - Box of Happiness Initiative:** Ingram Micro Levant and Dubai donated food and clothes to serve iftar to people in need during the month of Ramadan.

**Drop of Hope Campaign:** Ingram Micro Dubai, in collaboration with the Dubai Health Authority, conducted a blood drive, where more than 150 associates participated.

**Christmas Mission:** Ingram Micro Levant collaborated with Spark, an NGO focused on empowering youth, women, and refugees, to help more than 200 families through distribution of food, medications, home appliances, and toys.

**Get on the Street Initiative:** After the devastating Beirut Port explosion, Ingram Micro Levant associates worked hard to help the people of Beirut through this tragedy by helping to clear ruins and clean homes. The team also volunteered with the NGO Offre-Joie to help the rebuilding of Beirut and bring people back home.

Philippines

**Pride 2020:** Associates from Ingram Micro Philippines, Ingram Micro Sofia, and Ingram Micro U.S. collaborated on a video project to give life to Debbie Razey’s poem, "In Solidarity We Stand."

U.S.

**Disaster Relief:** The U.S. team donated $20,000 to support those impacted by the wildfires in Australia, the volcanic eruption in the Philippines, and the earthquake in Puerto Rico. The team also held the largest fundraiser across all Ingram Micro. Inclusive of these donations, U.S. teams raised a total of over $462,000.

**Street Feed:** Our Buffalo team in New York supported the Street Feed Program by volunteering with the Salvation Army to help provide hot, nutritious meals to community members in need.

**Susan G. Komen:** Our Irvine team supported the Susan G. Komen Orange County’s virtual 1 million step challenge—resulting in 1,676,907 steps taken and approximately $10,000 raised.
As “Responsibility” is one of Ingram Micro’s Tenets of our Success, we believe in being a good corporate citizen and community advocate.
AWARDS AND RECOGNITION

ESG-RELATED AWARDS

- **Brazil** - Best Places to work
- **Philippines** - Great Places to work
- **Mexico** - Great Place to Work
  - No.19 on Best Workplaces for All in Mexico
- **Italy** - Warehouse Lean Bronze Certified
- **Netherlands** - Top Fulfillment Provider by Emerce 100
- **U.S.** - 100% score in Corporate Equality Index (CEI)
- **U.S.** - Ingram Micro CLS Wins “Social Impact Award” in Mobile Breakthrough’s 2020 Awards Program
- **U.S. (Irvine)** - 2020 Top Employer by Chapman University
- **Canada** - recognized for excellence in workplace safety in Canada’s Safest Employers’ 10th annual award competition, presented by Canadian Occupational Safety magazine.

OTHER SELECTED AWARDS

**Vendor Partners**

- Distributor of the Year, U.S.; Volume Distributor of the Year, Brazil; Distributor Partner of the Year, Turkey (Aruba)
- LATAM Partner of the Year 2020, Mexico (Autodesk)
- 2020 Marketing Velocity Innovator of the Year Award, Canada (Canada)
- LATAM Distributor of the Year in Services category (DELL)
- Partner of the Year U.S. Personal Systems Distributor of the Year (HP Inc.)
- U.S. Partner of the Year, Indirect Provider (Microsoft)
- Top Performance Distributor FY20, Hong Kong (RedHat)
- Pakistan Distributor of the Year FY20 Partner Expertise Award for Service Excellence 2020, U.S. (VMWare)
Industry

- Preferred Distributor Award for Broadline Distribution Category 2020 (Channel Partner- Germany)
- Best Distributor in IoT Solution award (ChannelPro)
- 2020 “Excellent Distributor” award, Germany Emerce 100 recognition Top Fulfillment Provider, Netherlands
  Top e-fulfillment warehousing partner, Netherlands (CRN)
- 2020 Best Distributor in the Audio-Video Solutions category (Italian Channel Awards)
- Top 3PL for 2020 (Multichannel Merchant)
- #11 in Top 50 Logistic Providers for 2020

Community

- 2020 and 2021 CEI: Ingram Micro was named a Best Place to Work for LGBTQ Equality
- Spirit of Volunteerism Award (OneOC) – honoree
- Top Sponsor for IBM Call for Code Challenge
- HRD Canada:
  - The Gallagher Award for HR Team of the Year – Gold Winner
  - The Venngo Award of Excellence for Financial, Physical and Mental Wellness – Silver Winner
  - The Achievers Award for Most Innovative Use of HR Technology – Bronze Winner
  - The Dentsu Aegis Network Award for Best HR Communication Strategy – Silver Winner
CERTIFICATIONS

› e-Stewards
› R2
› ISO 9001
› ISO 14001
› OHSAS 18001/ISO 45001
› ISO 27001
› NAID AAA
› TAPA
› ISO 37001
MEMBERSHIPS

- Association Bilan Carbone (ABC)
- Association for Innovation, Business Excellence, Services and Technology (AIBEST)
- Bulgarian Outsourcing Association (BOA)
- California Diversity Council (CDC)
- Circular Electronics Partnership (CEP)
- Coalition for American Electronics Recycling (CAER)
- Computing Technology Industry Association (CompTIA)
- Consumer Technology Association (CES)
- Corporate Volunteer Council of OC (CVCOC)
- Global Technology Distribution Council (GTDC)
- International Data Sanitization Consortium (IDSC)
- National Association for Information Destruction (NAID)
- National Association of Software and Services Companies (NASSCOM)
- United Nations Global Compact (UNGC)
- Responsible Minerals Initiative (RMI)
- Reverse Logistics Association (RLA)
- Transported Asset Protection Association (TAPA)
- The Wireless Association (CTIA)
## ECONOMIC

<table>
<thead>
<tr>
<th>Financial (in 000s USD)</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td>41,928,799</td>
<td>46,674,792</td>
<td>50,436,670</td>
<td>47,196,948</td>
<td>49,120,453</td>
</tr>
<tr>
<td>Gross profit</td>
<td>2,859,214</td>
<td>2,949,240</td>
<td>3,178,366</td>
<td>3,346,272</td>
<td>3,610,197</td>
</tr>
<tr>
<td>Total assets</td>
<td>13,718,949</td>
<td>15,373,143</td>
<td>15,462,780</td>
<td>15,473,448</td>
<td>17,184,913</td>
</tr>
<tr>
<td>Operating costs</td>
<td>2,581,476</td>
<td>2,540,579</td>
<td>2,627,780</td>
<td>2,646,469</td>
<td>2,713,806</td>
</tr>
<tr>
<td>Payments to providers of capital</td>
<td>79,911</td>
<td>208,694</td>
<td>288,865</td>
<td>356,152</td>
<td>433,466</td>
</tr>
<tr>
<td>Total capitalization in terms of debt and equity</td>
<td>5,505,983</td>
<td>5,884,605</td>
<td>5,884,605</td>
<td>6,149,878</td>
<td>6,031,371</td>
</tr>
<tr>
<td>Total payments to governments*</td>
<td>Not available</td>
<td>Not available</td>
<td>Not available</td>
<td>Not available</td>
<td>Not available</td>
</tr>
<tr>
<td>Employee wages and benefits</td>
<td>1,653,226</td>
<td>1,735,863</td>
<td>1,796,758</td>
<td>1,935,500</td>
<td>2,124,232</td>
</tr>
<tr>
<td>Community investments</td>
<td>434</td>
<td>761</td>
<td>805</td>
<td>410</td>
<td>711</td>
</tr>
</tbody>
</table>

*Tax payments are not tracked centrally across our countries of operation. A global figure is therefore unavailable at this time.*
## GOVERNANCE

### Board Composition

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Directors</td>
<td>10</td>
<td>7</td>
<td>6</td>
<td>8</td>
<td>7</td>
</tr>
<tr>
<td>Age range</td>
<td>&gt;50</td>
<td>&gt;50</td>
<td>&gt;50</td>
<td>&gt;50</td>
<td>36-78</td>
</tr>
<tr>
<td>Number of Independent Directors</td>
<td>9</td>
<td>4</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Number of women on the Board</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Percent of Directors who are women</td>
<td>30%</td>
<td>14%</td>
<td>17%</td>
<td>12%</td>
<td>14%</td>
</tr>
<tr>
<td>Number of Board meetings</td>
<td>12</td>
<td>4</td>
<td>4</td>
<td>5</td>
<td>10</td>
</tr>
</tbody>
</table>

### Ethics*

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ethics training enrollments</td>
<td>21,117</td>
<td>48,256</td>
<td>52,356</td>
<td>57,773</td>
<td>60,125</td>
</tr>
<tr>
<td>ISO 37001 status</td>
<td>Unverified</td>
<td>Third-party verified</td>
<td>Third-party verified</td>
<td>Third-party verified</td>
<td>Third-party verified</td>
</tr>
<tr>
<td>Code of Conduct (Y/N)</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Grievance Mechanism (Y/N)</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Ethics policies (anti-bribery, whistleblowing, anti-corruption) (Y/N)</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Number of Hotline cases</td>
<td>250</td>
<td>274</td>
<td>297</td>
<td>312</td>
<td>231</td>
</tr>
<tr>
<td>Significant fines</td>
<td>0</td>
<td>0</td>
<td>€ 289,000</td>
<td>0</td>
<td>€ 62,900,000**</td>
</tr>
<tr>
<td>EcoVadis fair business score</td>
<td>No data</td>
<td>60</td>
<td>70</td>
<td>70</td>
<td>70</td>
</tr>
</tbody>
</table>

* Ingram Micro has a rigorous ethical compliance program, and we perform risk assessments and rotate topics, geographical regions, and business units every year. In our 2019 report, we reported the “Percent of operations assessed for corruption risk” for 2017-2019. Although a significant number of our operations has been assessed for corruption risk, we are re-evaluating this metric, as we do not think it fully captures the scope and impact of our assessment.

** Ingram Micro is litigating this fine, as we believe the decision by the French Competition Authority is without merit. We have appealed the decision to the Paris Court of Appeals.
## ENVIRONMENT

### Energy and Emissions

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total energy use (MWh)</td>
<td>236,903</td>
<td>239,321</td>
<td>251,974</td>
<td>248,513</td>
<td>233,500</td>
</tr>
<tr>
<td>Scope 1 emissions (MT CO$_2$e)</td>
<td>19,516</td>
<td>19,752</td>
<td>19,998</td>
<td>18,847</td>
<td>16,852</td>
</tr>
<tr>
<td>Scope 2 emissions, location-based (MT CO$_2$e)</td>
<td>59,217</td>
<td>62,788</td>
<td>58,814</td>
<td>58,353</td>
<td>53,039</td>
</tr>
<tr>
<td>Scope 1 and 2 combined emissions (MT CO$_2$e)</td>
<td>78,733</td>
<td>82,540</td>
<td>78,812</td>
<td>77,200</td>
<td>69,891</td>
</tr>
<tr>
<td>Scope 1 and 2 emissions intensity (MT CO$_2$e/ thousand ft$^3$)</td>
<td>3.69</td>
<td>4.09</td>
<td>3.41</td>
<td>3.30</td>
<td>3.02</td>
</tr>
<tr>
<td>Percent of total electricity from renewable sources*</td>
<td>1.2%</td>
<td>1.1%</td>
<td>8.5%</td>
<td>8.8%</td>
<td>11.6%*</td>
</tr>
<tr>
<td>CDP Climate Change score</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
<td>C</td>
</tr>
</tbody>
</table>

*In our 2019 report, we reported this metric as the total energy from renewable sources. In this year’s report and onwards, we have changed the reported metric to the percentage of total electricity from renewable sources.
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Water consumption (megaliters)</td>
<td>198</td>
<td>226</td>
<td>472</td>
<td>440</td>
<td>308</td>
</tr>
<tr>
<td>Non-hazardous waste landfill/ incinerated (MT)*</td>
<td>12,416</td>
<td>12,679</td>
<td>10,715</td>
<td>9,294</td>
<td>8,310</td>
</tr>
<tr>
<td>Non-hazardous waste recycled (MT)*</td>
<td>32,031</td>
<td>32,274</td>
<td>32,390</td>
<td>34,797</td>
<td>38,580</td>
</tr>
<tr>
<td>Non-hazardous waste diversion rate</td>
<td>72%</td>
<td>77%</td>
<td>75%</td>
<td>79%</td>
<td>82%</td>
</tr>
<tr>
<td>Shipping cardboard consumed (MT) – estimates based on limited data</td>
<td>Insufficient data</td>
<td>38,000 (est.)</td>
<td>33,000 (est.)</td>
<td>42,400 (est.)</td>
<td>45,675** (est.)</td>
</tr>
<tr>
<td>Percent shipping cardboard with recycled content</td>
<td>Insufficient data</td>
<td>20%</td>
<td>54%</td>
<td>79%</td>
<td>92%</td>
</tr>
<tr>
<td>Used electronics refurbished/ repaired (MT)</td>
<td>Insufficient data</td>
<td>5,116</td>
<td>5,889</td>
<td>6,350</td>
<td>4,016</td>
</tr>
<tr>
<td>Used electronics recycled (MT)</td>
<td>Insufficient data</td>
<td>8,000</td>
<td>8,111</td>
<td>4,990</td>
<td>8,991</td>
</tr>
<tr>
<td>Number of ISO 14001 certified sites based on facility self-reporting</td>
<td>Not tracked</td>
<td>Not tracked</td>
<td>40</td>
<td>45</td>
<td>48</td>
</tr>
<tr>
<td>CDP Water Security score</td>
<td>N/A</td>
<td>N/A</td>
<td>C</td>
<td>C</td>
<td>C</td>
</tr>
<tr>
<td>EcoVadis environmental score</td>
<td>No data</td>
<td>60</td>
<td>70</td>
<td>70</td>
<td>70</td>
</tr>
</tbody>
</table>

*The reporting rate of our waste data has increased year over year and thus, years previous to 2020 may have underreported waste data.

**Includes estimates (62 percent reporting rate)
## Diversity

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent workforce &lt;30</td>
<td>28%</td>
<td>27%</td>
<td>29%</td>
<td>31%</td>
<td>31%</td>
</tr>
<tr>
<td>Percent workforce 30-50</td>
<td>60%</td>
<td>60%</td>
<td>58%</td>
<td>54%</td>
<td>54%</td>
</tr>
<tr>
<td>Percent workforce &gt;50</td>
<td>12%</td>
<td>13%</td>
<td>13%</td>
<td>15%</td>
<td>15%</td>
</tr>
<tr>
<td>Percent male workforce</td>
<td>58%</td>
<td>57%</td>
<td>57%</td>
<td>56%</td>
<td>55%</td>
</tr>
<tr>
<td>Percent female workforce</td>
<td>42%</td>
<td>43%</td>
<td>43%</td>
<td>44%</td>
<td>44%</td>
</tr>
<tr>
<td>Percent female executives</td>
<td>20%</td>
<td>21%</td>
<td>22%</td>
<td>15%</td>
<td>25%</td>
</tr>
<tr>
<td>U.S. Veterans (voluntary self-disclosure)</td>
<td>No data</td>
<td>No data</td>
<td>162</td>
<td>42</td>
<td>159</td>
</tr>
<tr>
<td>U.S. employees with Disabilities (voluntary self-disclosure)</td>
<td>No data</td>
<td>No data</td>
<td>55</td>
<td>55</td>
<td>155</td>
</tr>
<tr>
<td>U.S. only: Percent of Workforce White</td>
<td>52%</td>
<td>52%</td>
<td>53%</td>
<td>50%</td>
<td>41%</td>
</tr>
<tr>
<td>U.S. only: Percent of Workforce Black</td>
<td>14%</td>
<td>13%</td>
<td>14%</td>
<td>15%</td>
<td>15%</td>
</tr>
<tr>
<td>U.S. only: Percent of Workforce Hispanic/Latino/a/x</td>
<td>19%</td>
<td>18%</td>
<td>19%</td>
<td>20%</td>
<td>20%</td>
</tr>
<tr>
<td>U.S. only: Percent of Workforce Asian</td>
<td>14%</td>
<td>12%</td>
<td>13%</td>
<td>13%</td>
<td>11%</td>
</tr>
<tr>
<td>U.S. only: Percent of Workforce Native American</td>
<td>&lt;1%</td>
<td>&lt;3%</td>
<td>&lt;1%</td>
<td>&lt;1%</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>U.S. only: Percent of Workforce Pacific Islander</td>
<td>&lt;1%</td>
<td>&lt;1%</td>
<td>&lt;1%</td>
<td>&lt;1%</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>U.S. only: Two or more races</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>U.S. only: Did not disclose</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>12%</td>
</tr>
</tbody>
</table>
### Occupational Health and Safety

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Recordable Incident Rate (TRIR)*</td>
<td>1.53</td>
<td>1.66</td>
<td>1.56</td>
<td>1.22</td>
<td>1.36*</td>
</tr>
<tr>
<td>Number of recordable safety incidents</td>
<td>202</td>
<td>338</td>
<td>376</td>
<td>318</td>
<td>380</td>
</tr>
<tr>
<td>Fatalities</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Number of OHSAS 18001 certified sites (U.S. only — global data not available)</td>
<td>7</td>
<td>7</td>
<td>10</td>
<td>10</td>
<td>10</td>
</tr>
</tbody>
</table>

*1.24 TRIR if normalized in 2020

### Human Rights

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human Rights Policy (Y/N)</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>Percent of sites assessed for human rights risk</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Percent of employees who completed human rights training</td>
<td>&lt;1%</td>
<td>&lt;1%</td>
<td>&lt;1%</td>
<td>&lt;1%</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Human Rights Commission Corporate Equality Index score</td>
<td>75</td>
<td>70</td>
<td>85</td>
<td>90</td>
<td>100</td>
</tr>
</tbody>
</table>

### Associates by Region (Permanent)

<table>
<thead>
<tr>
<th>Region</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Global</td>
<td>36,926</td>
</tr>
<tr>
<td>EMEA</td>
<td>15,209</td>
</tr>
<tr>
<td>NA</td>
<td>10,497</td>
</tr>
<tr>
<td>APAC</td>
<td>7,697</td>
</tr>
<tr>
<td>LATAM</td>
<td>3,523</td>
</tr>
</tbody>
</table>